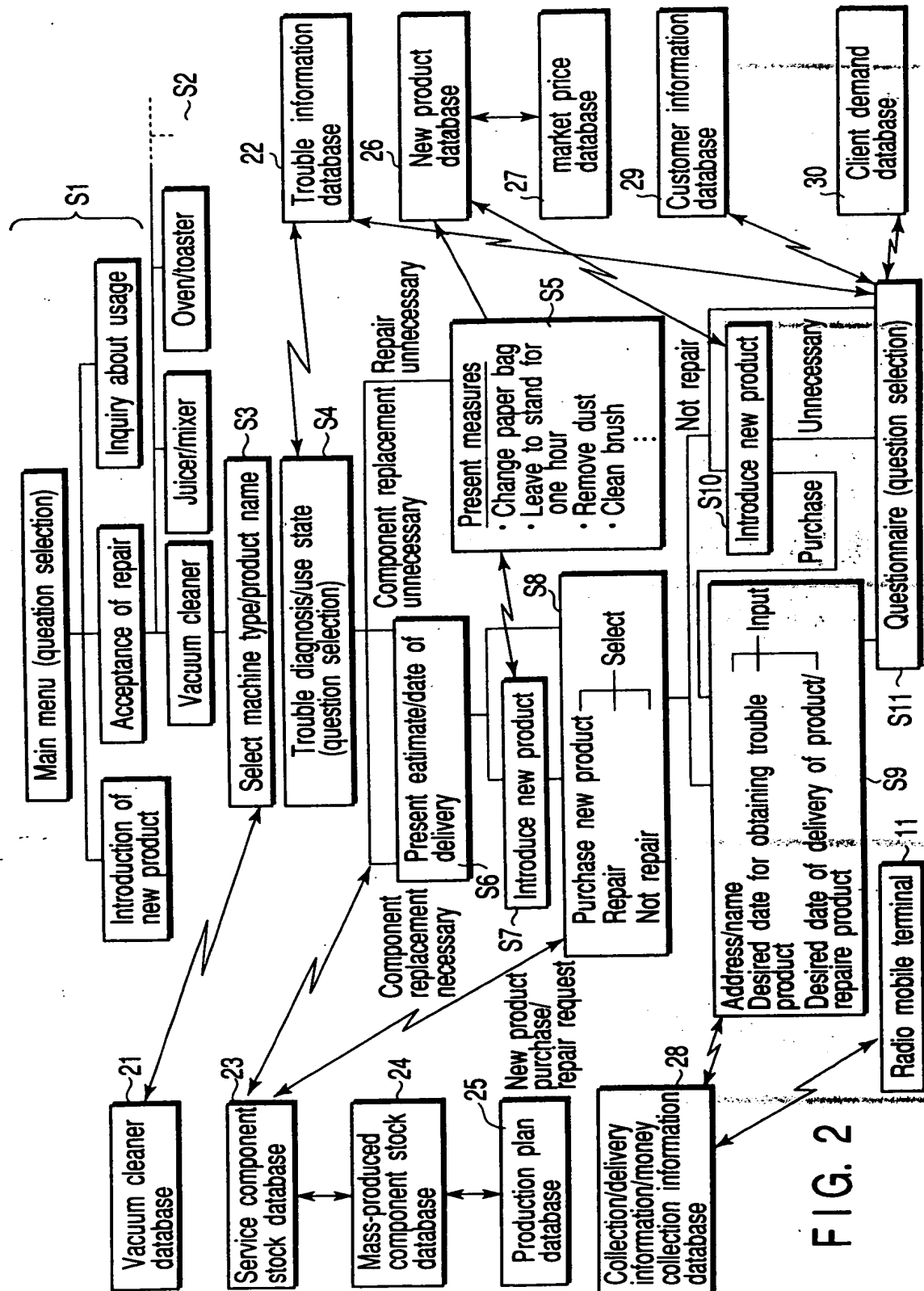


FIG.1

COPY OF PAPER  
ORIGINAL FILED





Hello, welcome to XX net  
Please click your desired service

Desire to purchase new product

Repair request

Do not know way of use

FIG. 3

|                |       |
|----------------|-------|
| Vacuum cleaner | XXXXX |
| Juicer/mixer   | XXXXX |
| Oven/toaster   | XXXXX |
| XXXXX          | XXXXX |

Please click machine

FIG. 4



Please click your machine type  
Machine type is displayed on back side of vacuum cleaner main body

|           |           |           |
|-----------|-----------|-----------|
| VC-F3CW)  | VC-XXX(X) | VC-XXX(X) |
| VC-F3C(G) | VC-XXX(X) | VC-XXX(X) |
| VC-F2B(G) | VC-XXX(X) | VC-XXX(X) |
| VC-F2B(B) | VC-XXX(X) | VC-XXX(X) |
| VC-F4Y(G) | VC-XXX(X) | VC-XXX(X) |
| VC-Q1(G)  | VC-XXX(X) | VC-XXX(X) |
| Next page |           |           |

11

FIG. 5

Please click trouble state

|   |            |
|---|------------|
| Motor does not operate                          | XXXXXXXXXX |
| Suction force is weak                           | XXXXXXXXXX |
| Cord cannot be wound up                         | XXXXXXXXXX |
| Dust sign is not lit even with accumulated dust | XXXXXXXXXX |
| Floor brush does not rotate                     | XXXXXXXXXX |
| Suction force cannot be controlled              | XXXXXXXXXX |
| Next page                                       |            |

11

FIG. 6

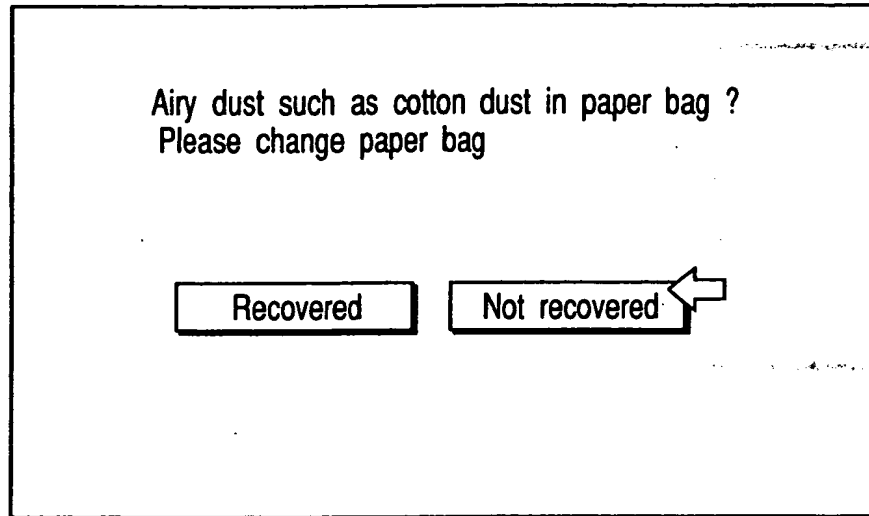


FIG. 7

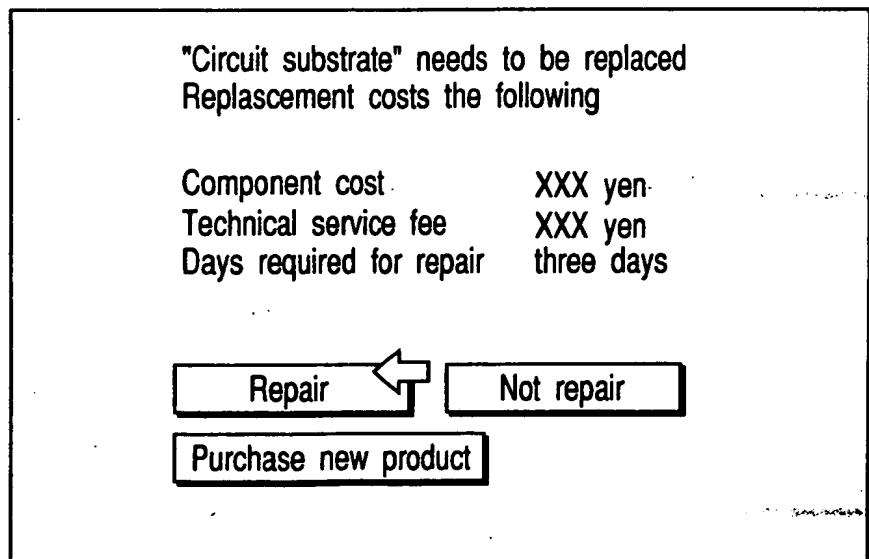


FIG. 8



We will come and obtain trouble product  
Please input necessary matters

Address

Name

Phone No.

~ 11

FIG. 9

Please input your desired date for depositing trouble product

A.D.  Year  month  date


~ 11

FIG. 10



Please input your desired date of delivery of repaired product  
Please input March 5 or later delivery date, because product will be delivered three days after deposited

A.D.  Year  month  date

Next 

~ 11

FIG. 11

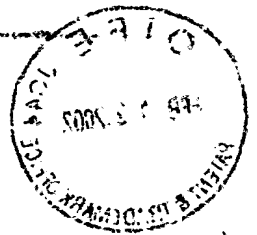
Customer data

|                |   |
|----------------|---|
| Name           | Ichiro Yamada   |
| Address        | Chiyoda-ku, Tokyo * * *                                   |
| TEL            | 03-3835- * * * *  |
| mail           | yamada@ * * *.co.jp                                       |
| Family members | Husband and wife + two Children                           |
| Residence      | House including three Western rooms and one Japanese room |

VC-F3C(G)  
Sold on February 1, 1995  
Fixed price 30,000 yen  
Circuit substrate replaced on March 3, 2000

~ 11

FIG. 12



11

| Deposit date | Name           | Address                      |                |  |  |
|--------------|----------------|------------------------------|----------------|--|--|
| 2000/3/3     | Ichiro Yamada  | Chiyoda-ku, Tokyo * * *      | Vacuum cleaner |  |  |
| 2000/3/3     | Yukio Nakamura | Kshiwa-shi, Chiyoda-ku * * * | Vacuum cleaner |  |  |
| 2000/3/3     | Kenji Yamamoto | Omiya-shi, Saitama-ken * * * | Vacuum cleaner |  |  |
| 2000/3/3     | Koji Koyama    | Nakano-ku, Tokyo * * *       | Vacuum cleaner |  |  |
| 2000/3/4     | Yuki Honma     | Nagoya-shi, Aichi-ken * * *  | Vacuum cleaner |  |  |
| 2000/3/4     | Hiroshi Sato   | Yamato-gun, Nara-ken * * *   | Vacuum cleaner |  |  |
| 2000/3/4     | Takashi Tanaka | Shinjyuku-ku, Tokyo * * *    | Vacuum cleaner |  |  |
|              |                |                              |                |  |  |
|              |                |                              |                |  |  |

FIG. 13



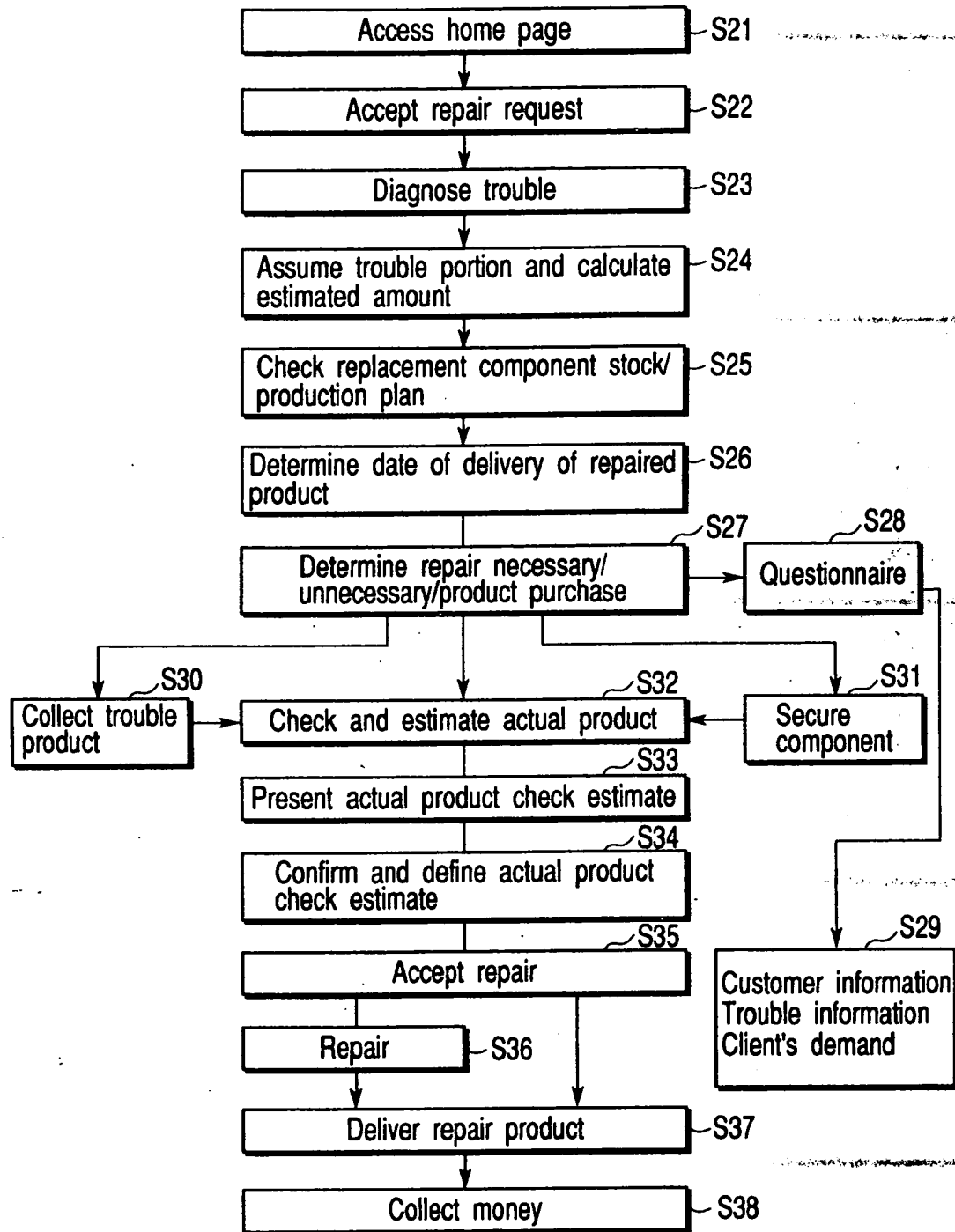


FIG. 14